

UTAH DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 06-02	Effective Date: November 8, 1994 Revision Date: July 2, 2004	Page: 1 of 5
SUBJECT: CELLULAR PHONES		
RATIONALE: DHS policy allows for state-funded use of cellular telephones where it can be shown that such use will improve employee efficiency, enable employees to respond more quickly in emergency situations, and/or provide safety for DHS employees and clients.		

OVERVIEW

The Department of Human Services [DHS] is committed to the efficient use of State resources. As a general rule, the use of state-owned property is restricted to the official business of DHS. Cell phones can be used where it can be shown that they will improve employee efficiency, enable employees to respond more quickly to business matters, emergencies and/or provide for the safety of state employees and/or the general public. State owned cell phones are to be used and justified based on official state business, and not given as an employee “perk.” Employees should use them for state business when it is the most cost effective or efficient means of communication. Personal use of state-owned cell phones shall be limited to incidental and/or emergency use. The employee shall reimburse DHS for any personal use of state-owned cell phones.

I. DEFINITIONS

1. Personal use – Any use that is not required to accomplish State business.
2. State-owned property – All property procured, leased, or rented by, or donated or otherwise conveyed to, the State of Utah or the State’s agencies in any manner to be used by the State to conduct the State’s business.
3. Work unit – Any division, institution, office, or bureau.

II. ACQUISITION OF CELLULAR TELEPHONES

Where a DHS supervisor or employee determines that it will be appropriate to use a cellular telephone for conducting DHS business, the employee may submit a written request for a cellular telephone to the work unit director. A cellular telephone acquisition must be supported by the following:

- A) A statement justifying the work-related need for the cell phone.
- B) A statement justifying the initial acquisition and on-going costs.
- C) Approval by the work unit director for the acquisition.

State procurement rules and procedures must be followed in the purchase of cell phones, accessories, service plans and other related items or services.



All requests for cellular telephones, all documents supporting an acquisition, and the Employee Cellular Telephone Agreement shall be maintained in the files of the work unit authorizing such acquisition. At least annually the work unit director shall review assignment of cell phones and appropriateness of calling plans. Where appropriate cell phones should be taken back or modifications to calling plans made.

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Each work unit shall maintain a list of authorized cellular telephone users. Only employees or position assignments that have signed authorization from the work unit director shall be issued a cellular telephone. When circumstances do not justify acquisition of a cellular telephone for exclusive use by one employee, the work unit director shall consider the option of allowing employees to share a cellular telephone. All cellular telephones intended to be shared among employees in a work unit shall be registered in the name of the work unit cellular telephone coordinator. When a cellular telephone is reassigned to another employee for DHS use, the work unit cellular telephone coordinator shall update the list of authorized cellular telephone users to reflect the reassignment.

III. USE OF PERSONAL CELLULAR TELEPHONES FOR DHS BUSINESS

Employees must receive written authorization from their supervisor to use a personally owned cellular phone for official DHS business on an ongoing basis. However, the decision to use a personally owned cellular phone for State business is at the employees' discretion: management may not require such use. Those who elect, and have written approval, to use their own cellular phone for State business, will only be reimbursed for documented DHS work-related cellular phone calls as outlined below. The cost of replacement batteries, upgrades, accessories, replacement parts or equipment shall not be reimbursed. Management reserves the right to restrict usage based on budgetary or other considerations. Employees who are authorized to use, and who use a personal cellular telephone for official DHS business, may be reimbursed the lower of:

- A) The DHS rate of 15 cents per minute, plus applicable roaming and long distance charges, if any.

Or

- B) The actual cost of the official DHS business cellular telephone calls itemized on the billing statement. When the actual cost of each call is not itemized on the billing statement, actual cost may be determined as follows: Divide the total cost of the cellular phone bill by the total minutes used to determine the average cost per minute. Then multiply the average cost per minute by the total minutes used for official DHS business to arrive at the reimbursable amount. For example, assume the monthly bill is for \$50.00, a total of 500 minutes were used, and the employee has made official DHS business calls totaling 10 minutes. The employee would calculate the actual cost per minute by dividing the \$50.00 billed by the 500 minutes used. The result would be a reimbursable rate of \$.10 per minute.

The reimbursable amount would then be calculated by multiplying the \$.10 (cost per minute) by the 10 minutes of business use. The result is \$1.00, which should be reimbursed to the employee in addition to any applicable roaming and long distance charges.

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The employee's request for reimbursement must include a signed copy of the billing statement from the cellular service provider with the reimbursable work calls highlighted.

IV. USE OF STATE-OWNED CELLULAR TELEPHONES FOR PERSONAL CALLS

The primary use of state-owned cellular telephones is for official DHS business. Personal use of all state-owned cellular telephones [for both incoming and outgoing calls] shall be limited to infrequent, incidental and/or emergency use. DHS employees shall make a reasonable attempt to use land telephone lines for necessary personal telephone calls. When a cellular telephone call is justifiable as work-related or necessary because of unusual circumstances caused as a result of work-related circumstances, the employee is not required to reimburse the cost of these cellular telephone calls to DHS. The work unit cellular telephone coordinator shall process reimbursement payments.

Employee reimbursements for personal cellular telephone calls are due on a monthly basis. The work unit director shall be responsible for monitoring compliance with this policy.

V. EMPLOYEE RESPONSIBILITY FOR CARE OF STATE-OWNED CELLULAR TELEPHONES

Each employee issued a state-owned cellular telephone is responsible for its reasonable care. In the event of loss or damage to the cellular telephone, the employee shall be held personally responsible for replacement or repair of the cellular telephone unless the employee can demonstrate that reasonable care to protect and safeguard the cellular telephone was exercised. If the work unit director determines that the employee has exercised reasonable care, the work unit shall bear the cost of replacement or repair.

VI. CELLULAR TELEPHONE CONTROL PROCEDURES

- A) Each work unit director shall designate a cellular telephone coordinator.
- B) The coordinator shall ensure that each approved cellular telephone user signs an "Employee Cellular Telephone Agreement" [see accompanying attachment]. The coordinator shall maintain a file of all signed agreements for the work unit.
- C) The coordinator shall prepare and maintain a list of all approved cellular telephone users in the work unit. The list shall include, at a minimum, the approved user's name and work location, the cellular telephone number, and the telephone's serial number or other identification number. When the coordinator receives the monthly billing statements from the cellular service providers, the coordinator shall compare the billing statements to the list of approved users and, with the help of the users, promptly resolve any discrepancies with the cellular service provider.

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- D) The coordinator shall maintain a checkout system for all cellular telephones available for use by more than one employee. Each time an employee takes a shared cellular telephone, the employee shall sign the "Shared Cellular Telephone Checkout Sheet."
- E) The coordinator shall distribute the billing statements monthly within three days of receipt. The cellular telephone user shall sign each monthly billing statement, make appropriate reimbursement, and return the billing statement to the coordinator within three days of receipt.
- F) Each cellular telephone user shall highlight any personal cellular telephone calls [both incoming and outgoing] and document on the monthly billing statement the justification for each personal call not reimbursed. [See section IV]

For personal use of a state-owned cellular phone, the employee shall reimburse DHS the lower of:

- i. The DHS rate of 15 cents per minute, plus applicable roaming and long distance charges, if any.

Or

- ii. The actual cost of the employee's personal cellular telephone calls itemized on the billing statement. When the actual cost of each call is not itemized on the billing statement, actual cost may be determined as follows: Divide the total cost of the cellular phone bill by the total minutes used to determine the average cost per minute. Then multiply the average cost per minute by the total minutes used for personal business to arrive at the reimbursable amount. For example, assume the monthly bill is for \$50.00, a total of 500 minutes were used, and the employee has made personal calls totaling 10 minutes. The employee would calculate the actual cost per minute by dividing the \$50.00 billed by the 500 minutes used.

The result would be a reimbursable rate of \$.10 per minute. The reimbursable amount would then be calculated by multiplying the \$.10 (cost per minute) by the 10 minutes of personal use. The result is \$1.00, which should be reimbursed by the employee in addition to any applicable roaming and long distance charges.

Calculation of reimbursable rates based on actual costs, as described in F. ii. above, should be used for individual bucket, agency negotiated pooled vendor, and any other plan where calls are not itemized on the billing statement. For example, if an agency has a pooled vendor plan where multiple cellular phones' minutes are pooled, the agency would calculate the total pooled costs divided by the total pooled minutes to arrive at the reimbursable rate.

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If the billing statement does not include a record of incoming telephone calls, the cellular telephone user shall estimate the number of minutes for incoming telephone calls and reimburse DHS using the lower of the above options.

- G) The coordinator shall maintain a file of all monthly billing statements with all appropriate attachments, and shall store this billing statement file along with the approved user lists for a period of one year.
- H) Upon the work unit director's request, the coordinator shall complete and sign a cellular telephone self-certifying survey.
- I) Oversight responsibility for compliance with DHS cellular telephone policies rests with the work unit director. This responsibility includes monitoring cellular telephone usage by reviewing the monthly billing statements on a regular basis. On an annual basis, the work unit director shall review the list of authorized cellular telephone users and recertify the employees or positions authorized to use cellular telephones. Any concerns involving cellular telephone usage, including excessive, questionable or non-reimbursed personal use, should be resolved at the work unit level. In addition, a work unit director shall ensure that all employees in the director's work unit read and understand this policy.

VII. USE OF CELLULAR TELEPHONES WHILE OPERATING A MOTOR VEHICLE DISCOURAGED

For the safety of DHS employees and the citizens of the State of Utah, DHS policy discourages employees from using a cellular telephone while operating a motor vehicle. When available, DHS encourages the use of a hands-free device for receiving incoming telephone calls.

VIII. CELLULAR TELEPHONE ACCESSORIES AND ADDITIONAL SERVICES

Technological advances provide an increasing selection of cellular telephone equipment and related services, including Internet and e-mail access. The work unit director shall be responsible for determining the appropriate type of equipment and level of services. In all cases, employees shall reimburse DHS for the cost of any personal equipment or personal service use.

Robin Arnold-Williams

DATE: 07-02-2004

Robin Arnold-Williams, Executive Director
Department of Human Services

**STATE OF UTAH – DEPARTMENT OF HUMAN SERVICES
EMPLOYEE CELLULAR TELEPHONE AGREEMENT**

As a user of a state-owned cellular telephone, I agree to the following conditions.

1. The cellular telephone shall be used for official DHS business. Personal use, if any, shall be limited to infrequent, incidental and/or emergency use. I agree to reimburse DHS for any personal use [incoming and/or outgoing personal cellular telephone calls] by submitting the highlighted billing statement along with the appropriate reimbursement amount to the cellular telephone coordinator on a monthly basis.
2. I understand that I am responsible for the appropriate use and safekeeping of the cellular telephone. In the event of loss or damage to the cellular telephone, I am personally responsible for the cost of replacement or repair unless I can demonstrate that I have exercised reasonable care to protect the cellular telephone.
3. If more than one employee shares the use of the cellular telephone, I agree to use the checkout system each time I take the cellular telephone for use.
4. I have read and I understand the DHS Cellular Telephone Policy, and I agree to the terms and conditions outlined in the policy.

I certify that the following cellular telephone information is correct:

Cellular telephone user: _____

User work location: _____

Cellular telephone number: _____

Cellular telephone serial number: _____

[or other identifying number]

The cellular telephone is:

☐

assigned to one employee

☐

shared by more than one employee

Signature of Cellular Telephone User

Date

Signature of Cellular Telephone Coordinator

Date